

**CLASSIFICATION:** TRAINING DEVELOPMENT MANAGER

**Class Code:** 9463-24

**Date Established:** 01-07-93

**Occupational Code:** 7-3-3

**Date of Last Revision:** 12-09-14

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To plan and evaluate training and staff development programs by assessing training needs and developing appropriate program policies and objectives.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Determines education and training needs of the agency or agencies contracting with the state in consultation with other administrative and professional staff.
- Designs and implements training and staff development programs and technical assistance based on needs.
- Maintains training records on employees, including number of hours required and attended, and mandatory areas completed.
- Researches and disseminates current literature and professional publications to develop and update training programs.
- Recruits, contracts and schedules outside consultants to teach or provide training in areas not normally covered by agency personnel or by the New Hampshire Division of Personnel's Bureau of Education and Training.
- Contacts the New Hampshire Division of Personnel and other agencies as necessary, to obtain training aids, programs and instructors and provides for certification of employees in areas of training as appropriate.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in analyzing and interpreting data, policy and procedures OR in using equipment in order to arrive at logical conclusions or recommendations.

**Knowledge:** Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

**Impact:** Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

**Supervision:** Requires direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

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**Communication:** Requires reviewing summaries and reports and making management level decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

**Complexity:** Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

**Independent Action:** Requires independent judgment in planning and evaluating work procedures and in supervising the development of professional, technical and managerial standards under administrative direction and according to broad departmental guidelines.

### MINIMUM QUALIFICATIONS:

**Education:** Bachelor's degree from a recognized college or university with major study in human resources, behavioral science, business administration, public administration, or education. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Five years' experience in staff development, training, or education with at least one year in a supervisory capacity.

**License/Certification:** None required.

**RECOMMENDED WORK TRAITS:** Considerable knowledge of curriculum development and adult education. Ability to plan and organize programs connected with in-service training. Ability to communicate effectively orally and in writing to individuals and groups. Ability to coordinate and develop programs with a variety of professional and para-professional staff. Ability to establish and maintain effective working relationships with other employees as well as representatives of state and federal agencies. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.